

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Adult Community Training, Inc.	East	Day-Residential	3/28/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Advantage Behavioral Consulting Services	West	Behavioral	3/19/14	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Allied Behavioral Services	East	Behavioral	3/11/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
APTA, Inc.	Middle	Day-Residential	1/30/14	NA	SC	PC	SC	SC	SC	SC	NA	SC	PC	Proficient
Arc of the Mid-South	West	Day-Residential, Personal Assistance	4/11/14	NA	SC	SC	SC	SC	SC	SC	PC	SC	SC	Exceptional Performance
Behavior Solutions, LLC	East	Behavioral	3/12/14	NA	SC	PC	SC	NA	SC	NA	NA	PC	SC	Proficient
Binta's Song	East	Day-Residential, Personal Assistance	5/13/14	NA	PC	PC	SC	PC	SC	SC	SC	MC	PC	Fair
BIOS of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	7/25/14	NA	SC	PC	PC	PC	SC	SC	SC	SC	PC	Fair
Breakthrough Corporation	East	Day-Residential, Personal Assistance	5/30/14	NA	MC	SC	SC	SC	SC	SC	SC	PC	PC	Fair
Brenda Richardson Memorial Care Home	West	Day-Residential, Nursing	7/25/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	PC	Proficient
Bubba's Better Life, Inc.	West	Day-Residential	2/10/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Buffalo River Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	2/20/14	NA	SC	PC	SC	SC	SC	SC	SC	SC	SC	Proficient
C. S. Patterson Training and Habilitation Center	West	Day-Residential, Personal Assistance	8/19/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Caring Hearts Supportive Services, LLC	Middle	Day-Residential	7/30/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Cerebral Palsy Center, Inc.	East	Day-Residential	8/19/14	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Chris' Home, Inc.	Middle	Day-Residential	2/7/14	NA	PC	PC	PC	PC	SC	SC	SC	MC	SC	Fair
Clara Butler Nursing and Personal Care Services	West	Day-Residential, Personal Assistance	2/27/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Comcare, Inc.	East	Day-Residential	3/31/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

SC= Substantial Compliance
PC= Partial Compliance
MC= Minimal Compliance
NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Community Options, Inc.	East	Day-Residential	3/19/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Complete Care Choice	Middle	Nursing	4/3/14	NA	PC	SC	SC	PC	SC	NA	NA	SC	PC	Fair
Comprehensive Services of Tennessee	West	Day-Residential, Personal Assistance	2/6/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Connexus, Inc.	Middle	Day-Residential	5/2/14	NA	PC	PC	PC	PC	SC	SC	PC	PC	PC	Fair
ContinuCare Health Services	East	Personal Assistance, Nursing	6/25/14	NA	PC	PC	SC	PC	SC	NA	NA	PC	SC	Fair
Core Services of Northeast Tennessee	East	Day-Residential, Personal Assistance	7/31/14	NA	MC	PC	SC	MC	SC	SC	SC	PC	PC	Fair
Corner Stone Personal Care Services, LLC	East	Day-Residential, Personal Assistance, Nursing	2/25/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
CSI Caregiver Services of Tennessee, Inc.	Middle	Day-Residential, Personal Assistance	4/25/14	NA	PC	SC	SC	SC	SC	SC	SC	PC	MC	Fair
Cumberland Community Options, Inc.	Middle	Day-Residential	3/27/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
D & S Residential Services, Inc.	East	Day-Residential, Personal Assistance, Nursing	4/30/14	NA	PC	SC	SC	SC	SC	SC	PC	PC	PC	Fair
D & S Residential Services, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	6/20/14	NA	PC	SC	PC	PC	SC	SC	SC	SC	PC	Fair
Developmental Services of Dickson County	Middle	Day-Residential, Personal Assistance, Nursing	3/26/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	SC	Proficient
East Tennessee Personal Care Services, LLC	East	Day-Residential, Personal Assistance	2/12/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Elite Behavior Analysis	East	Behavioral	2/6/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Evergreen Life Services, Inc.	West	Day-Residential, Personal Assistance	3/10/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	PC	Proficient
Evergreen Life Services, Inc.	East	Day-Residential, Personal Assistance, Behavioral, Nursing	6/20/14	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Faith Specialized Care Services, Inc.	West	Day-Residential, Personal Assistance	5/16/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	NC	Fair
Focus on Function, Inc.	Middle	Therapy	7/3/14	NA	PC	PC	SC	NA	SC	NA	NA	SC	PC	Fair

SC= Substantial Compliance

PC= Partial Compliance

MC= Minimal Compliance

NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Franklin County Adult Activity Center	Middle	Day-Residential, Personal Assistance	2/6/14	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Friendship Home Solutions, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	2/13/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	SC	Proficient
Frontier Health, Inc.	East	Day-Residential	6/5/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Full Circle Therapy	Middle	Therapy	8/22/14	NA	PC	SC	SC	NA	SC	NA	NA	PC	PC	Fair
Functional Independence, Inc.	West	Therapy	1/21/14	NA	SC	SC	SC	NA	SC	NA	NA	SC	SC	Exceptional Performance
Generations Community Services	West	Day-Residential, Personal Assistance	2/12/14	NA	MC	PC	SC	SC	SC	SC	PC	MC	PC	Fair
Georgia Lee, Inc.	West	Day-Residential	4/22/14	NA	PC	PC	SC	SC	SC	SC	SC	PC	NC	Fair
Greene County Skills, Inc.	East	Day-Residential, Personal Assistance, Nursing	3/25/14	NA	PC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Gregory, Mary Eva	Middle	Therapy	8/22/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	SC	Proficient
Grosser, Jason	West	Behavioral	3/11/14	NA	PC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Hardin County Skills, Inc.	West	Day-Residential, Personal Assistance	7/17/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Hats, Inc.	Middle	Day-Residential, Personal Assistance	5/22/14	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Hilltoppers, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	4/25/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Independence, Inc.	West	Therapy	4/7/14	NA	SC	SC	SC	NA	SC	NA	NA	PC	SC	Proficient
Independent Opportunities, Inc.	East	Day-Residential, Personal Assistance	2/4/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	MC	Fair
Independent Therapy Network, Inc.	West / Middle	Therapy	4/14/14	NA	PC	SC	SC	NA	SC	NA	NA	PC	PC	Fair
James Developmental Center	Middle	Day-Residential, Personal Assistance	2/28/14	NA	SC	PC	PC	SC	SC	SC	SC	PC	MC	Fair
Joey's Yacht Club	Middle	Day-Residential	2/6/14	NA	SC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Journeys in Community Living	Middle	Day-Residential, Personal Assistance	8/4/14	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Kline, Dara Thompson	East	Behavioral	6/27/14	NA	PC	SC	SC	NA	PC	NA	NA	PC	SC	Fair
Kurek Legacy, Inc.	West	Day-Residential, Personal Assistance	4/9/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

SC= Substantial Compliance

PC= Partial Compliance

MC= Minimal Compliance

NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Lacefield Enterprises, Inc.	Middle	Therapy	7/31/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Lend A Hand Supported Living	Middle	Day-Residential	6/2/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Life Bridges	East	Day-Residential, Personal Assistance, Behavioral, Nursing, Therapy	7/23/14	NA	PC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Lighthouse Independent Living, Inc.	East	Day-Residential, Personal Assistance	4/9/14	NA	MC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
McNairy County Developmental Services	West	Day-Residential, Personal Assistance, Nursing	6/19/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Meritan	West	Day-Residential, Nursing, Therapy	4/17/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Michael Dunn Center, Inc.	East	Day-Residential, Nursing, Therapy	8/8/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Mic's Place, Inc.	West	Day-Residential, Personal Assistance	8/8/14	NA	SC	SC	SC	SC	SC	SC	SC	PC	SC	Proficient
Middle Tennessee Supported Living	Middle	Day-Residential, Personal Assistance, Nursing	5/8/14	NA	PC	SC	PC	PC	SC	SC	SC	PC	MC	Fair
Model Care Management, LLC	West	Day-Residential, Personal Assistance	6/30/14	NA	PC	PC	PC	SC	SC	SC	PC	PC	PC	Fair
Nia Association	Middle	Day-Residential, Personal Assistance	8/8/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Nicholas Matters, Inc.	West	Day-Residential	8/20/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Omni Visions, Inc.	West	Day-Residential	7/11/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance
Orange Grove Center, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	5/29/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
Pauline and Thomas Healthcare, Inc.	Middle	Day-Residential, Personal Assistance	2/28/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	MC	Fair
Personal Care Choices	East	Day-Residential, Personal Assistance	3/27/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	SC	Exceptional Performance

SC= Substantial Compliance
PC= Partial Compliance
MC= Minimal Compliance
NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Progress, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	7/17/14	NA	SC	SC	SC	PC	SC	SC	SC	PC	PC	Proficient
Prospect, Inc.	Middle	Day-Residential	3/14/14	NA	SC	SC	PC	SC	SC	SC	SC	SC	PC	Proficient
Reaching Visions Today, Inc.	Middle	Day-Residential, Personal Assistance	4/7/14	NA	SC	PC	PC	SC	SC	SC	SC	PC	PC	Fair
Rehab Resources	Middle	Therapy	4/30/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
Resources for Human Development	Middle	Day-Residential	2/27/14	NA	MC	MC	PC	PC	SC	SC	SC	PC	PC	Fair
RHA Community Homes	West	Day-Residential, Nursing	8/20/14	NA	SC	SC	SC	PC	SC	SC	SC	MC	PC	Fair
RHA Health Services, Inc.	Middle	Day-Residential, Personal Assistance	7/20/14	NA	PC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Rhea of Sunshine, Inc.	East	Day-Residential, Nursing	4/10/14	NA	SC	PC	PC	PC	SC	SC	SC	PC	MC	Fair
Scott Appalachian Industries, Inc.	East	Day-Residential, Personal Assistance, Nursing, Therapy	4/24/14	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Shelby Residential and Vocational Services, Inc.	West	Day-Residential, Personal Assistance, Behavioral, Nursing	3/20/14	NA	PC	SC	SC	SC	SC	SC	SC	SC	PC	Proficient
Skills Development Services, Inc.	Middle	Day-Residential, Personal Assistance	5/20/14	NA	SC	PC	SC	PC	SC	SC	SC	SC	PC	Proficient
Speech Pathology Consultants, LLC	Middle	Therapy	6/17/14	NA	PC	SC	SC	NA	SC	NA	NA	SC	PC	Proficient
STAR Center	West	Personal Assistance, Nursing	4/1/14	NA	SC	SC	SC	SC	SC	NA	NA	SC	SC	Exceptional Performance
Starcare of Tennessee	Middle	Day-Residential	8/15/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	MC	Fair
STARS Inc.	East	Day-Residential, Personal Assistance	8/28/14	NA	PC	PC	SC	PC	SC	SC	PC	PC	PC	Fair
Support Solutions of the Mid-South	Middle	Day-Residential, Behavioral	3/7/14	NA	PC	PC	PC	PC	SC	SC	SC	SC	PC	Fair
Sutton, Angel	Middle	Behavioral	4/24/14	NA	PC	SC	PC	NA	SC	NA	NA	SC	PC	Fair
Sympathetic Steps to Success	West	Behavioral	5/15/14	NA	MC	SC	SC	NA	SC	NA	NA	PC	SC	Fair
Tennessee Family Solutions	Middle	Day-Residential	8/22/14	NA	SC	PC	SC	SC	SC	SC	SC	SC	PC	Proficient

SC= Substantial Compliance
PC= Partial Compliance
MC= Minimal Compliance
NC= Noncompliance

Quality Assurance Survey Performance Ratings

Service Provider	Region	Type of Service	Date	Domain 1. Access and Eligibility	Domain 2. Individual Planning and Implementation	Domain 3. Safety and Security	Domain 4. Rights, Respect and Dignity	Domain 5. Health	Domain 6. Choice and Decision Making	Domain 7. Relationships and Community Membership	Domain 8. Opportunities for Work	Domain 9. Provider Capabilities and Qualifications	Domain 10. Administrative Authority and Financial Accountability	QA Performance Rating
Tennessee Personal Assistance, Inc.	West	Day-Residential, Personal Assistance	4/25/14	NA	PC	PC	SC	SC	SC	SC	SC	PC	PC	Fair
Tennessee Personal Assistance, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	8/1/14	NA	PC	SC	SC	PC	SC	SC	SC	PC	PC	Fair
The ABC's of Quality Care	West	Day-Residential, Personal Assistance	6/3/14	NA	PC	PC	PC	SC	SC	SC	MC	MC	MC	Significant Concerns
Tiara's Haven	West	Day-Residential	3/18/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Timeck Care, Inc.	Middle	Day-Residential, Personal Assistance, Nursing	7/31/14	NA	SC	PC	PC	PC	SC	SC	SC	PC	PC	Fair
Tim's Place, Inc.	West	Day-Residential	1/13/14	NA	SC	PC	SC	SC	SC	SC	SC	PC	SC	Proficient
Tri-County Center	East	Day-Residential	2/7/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair
Volunteer Staffing, Inc.	Middle	Day-Residential, Personal Assistance, Nursing, Therapy	5/27/14	NA	SC	SC	SC	SC	SC	SC	SC	SC	PC	Exceptional Performance
Volunteers of America	Middle	Day-Residential, Nursing	8/29/14	NA	SC	SC	SC	PC	SC	SC	SC	SC	PC	Proficient
Waves, Inc.	Middle	Day-Residential, Personal Assistance	4/9/14	NA	PC	PC	SC	PC	SC	SC	SC	PC	PC	Fair

SC= Substantial Compliance
PC= Partial Compliance
MC= Minimal Compliance
NC= Noncompliance